

Area Administrators/Program Directors  
4/28-29/2009

Lincoln State Office Building  
301 Centennial Mall South  
6<sup>th</sup> Floor, VR Conference Room  
Lincoln, Nebraska

Tuesday, April 28, 2009 – 10:00 am – 5:00 pm  
Wednesday, April 29, 2009 – 8:00 am – 3 pm

1. Marketing Plan

Sheri Nitzsche, Kelli Funk, Sandy Ham

Want to develop a marketing plan for an entire year. What has occurred is each team or office has their own things they use but not anything statewide, no continuity. What happens is that offices contact Sandy with a flyer they need right away and she has to make time for it. Each team come up with a Marketing Plan with timeframes. Part of the issue is that the teams don't realize what even is available, i.e. the print shop can do mailing labels when sending out flyers. The marketing team wants to develop a "store" where they will post materials that are available. The AA's will go back and talk with the teams and within the next month and half come up with marketing plans. Sheri, Sandy and Kelli are available to talk with each team.

2. IT Update

Dan

The new Hotline web site will be operational by the end of this week. The Kearney office move has been completed. The West Point office will move in May and May 8-12 the Lincoln office will move.

Desktop faxing is being set up in the offices, State Office and Kearney have already been set up. About half way done updating the VR wireless networks in each of the offices.

Inventory will have two stickers as the State has a bar code system and so does VR so each fixed asset will have two stickers.

A Mobile Technology committee has been formed and includes staff from field offices.

Working with CIO Communications to improve internet service across the state.

3. QUEST II

Mark

Our contract with Mutually Human is over Friday. After that time our staff will take over what is left from the development they were working on. Mutually Human was developing the hierarchy, the financial system and expense reimbursement.

Elizabeth has developed a new Leave system. She and Alan will be developing the operation expense part of QUEST.

Texas has completed their system and is finalizing it now. They will train regional managers in May who will then train their staff. We will be sending a team to Texas to go through their training in late May or early June to learn how it's set up, what things we will need to change, what we can keep, etc.

#### 4. Informational Interviews

Pat

Keep or not? Feel that the tool is valuable but should not be required. Should be optional and should be viewed by our staff as one of the tools in our toolbox. We will change the form so that there is a menu of questions staff can choose from that they wish the consumer to ask on the informational interview.

#### 5. Criteria for individual staff training?

Margy

What are the criteria that each AA uses to determine what training staff attend? Madonna will provide training to our teams on a variety of topics. If Program Directors send out training opportunities it should be sent to the AA's/OD's and they can decide who to forward it on to based on what has been identified as a training need. Decided to post training opportunities on VRIS.

#### 6. CSAVR Report including Stimulus information

Mark

Rethink how you do business, can't keep doing things the way we have, these funds a great opportunity to look at doing something different. Some state agencies are thinking like this as well as CSAVR. On the other hand you have RSA saying we shouldn't create too high expectations with this money as with the economy if we can keep our outcomes stable that would be good.

TACE – focus on performance. TACE has to do needs assessment with each state agency. TACE will have to develop a performance plan. End of June there is to be a statewide needs assessment and developing an online training for SRC and SLIC.

#### 7. Economic Stimulus

Regarding purchasing equipment for businesses in exchange for hires of VR consumers. RSA has handed down a ruling that this is not possible. We are looking at having a “2<sup>nd</sup> stage ojt” for another \$4,000 with a guaranteed job.

RFP's – doing in 2 rounds to give providers another opportunity to propose projects.

Criteria for the selection:

The dept has established a process

- Develop an RFP
- Advertise to the public-Make staff available as technical assistance
- Establish a committee to review the proposals and make selection (staff on the stimulus committee can't be on the review committee or available for technical assistance)
- Include SRC on the Review committee
- Notification of awards (dept and gov's website)

Criteria to evaluate:

- Cost per outcome
- Economic sustainability
- Obtain a good set of skills
- Timeliness (implement to realization of outcome)
- Geographic distribution

- Unserved or underserved populations

#### Reporting requirements

- Quarterly – first one due October 1
- Money has to be expended by December 2010

We could have several different RFP's, one for TBI, one for hospitals, and then one to include everything else.

#### First Round

RFP developed by May 15

RFP's due June 15

Review and Award grants by July 1 (contingent on whether it requires Board proposal)

#### Second Round

Begin in September

8. New VA-VRE director Rodney Hackney, a big change from the previous administration. Don

9. Replication of Grand Island Goodwill Program to Serve TBI Keri

Expanding to Hastings and Kearney starting July 1. Would like to expand this to other parts of the state, so looking for other SE providers who may be interested in expanding to serve TBI/ABI and will be sending out an RFP.

4 years \$250,000 per year – received grant – can't be used for direct services, to be used to build infrastructure. Vets with TBI; Juvenile justice: children ages 0-4: seniors, hoping to target the A & D waiver seniors.

10. Discussion of % of Team Caseloads Receiving SSI/SSDI Don

Shared data that showed statewide 20% of our consumers are receiving benefits. It varies from team to team with one time at a high of 34% to a low of 11%.

11. Field Administrator meetings Don

Don, Arvin, and Terry Wegner will be attending the June

12. DD eligibility Jack

Consumers under 50 being denied for DD system. Jack called DD and they said yes, they aren't just using IQ. Said that 30 years ago the change was made and it just took some time for their staff to get on board. An example is a high school senior IQ of 44 but looked at all her scores from the beginning of her school career, and found an IQ of 77 from 4<sup>th</sup> grade and decided that that is a more accurate reflection of her IQ instead of the current one and denied her DD services.

13. Open Enrollment Margy

May 15 end of open enrollment – make sure that everyone on your team has completed it and made a copy of his or her benefit elections.

#### 14. Information Release Training/Criminal Background Checks

Margy

Scott provided training to each of the information contacts on criminal background checks. Scott has been getting calls from staff on policy but those questions should be going to the OD/AA or State office staff, not directly to Scott.

#### 15. Telecommunication Study with Rural Consumers

Mark

RTI is doing a study on telecommunications with rural consumers. If anyone is interested in participating there is a time commitment) to let Mark know by the end of the day.

#### 16. Survey

Frank

We will be revising the number of survey's beginning Oct 1, eliminate the discovery activities survey and career exploration survey.

#### 17. Post secondary form

Pat

Came up as a result of the post secondary reviews. Janet, Don and Pat developed a form that could be used as a way to help staff analyze whether post secondary is appropriate. Decided at this point not to proceed with requiring the use of the form. Arvin volunteered to use with his team for the next 3 months to see if staff felt it was beneficial and then report back at the next AA/PD meeting.